Appendix F:
DIT Organization

Organizational Purpose

DIT plays a strategic as well as a tactical role in supporting and enabling government policies and services. In tactical terms, information technology is a key tool in making government work better, improving effectiveness and efficiencies. In its full strategic role, information technology is an integral part of supporting and enabling gubernatorial policies.

Formal Organizational Structure

DIT employs approximately 1,650 employees, the majority of which work in Agency and Infrastructure Services. The organizational structure (see figure 1) is explained below.

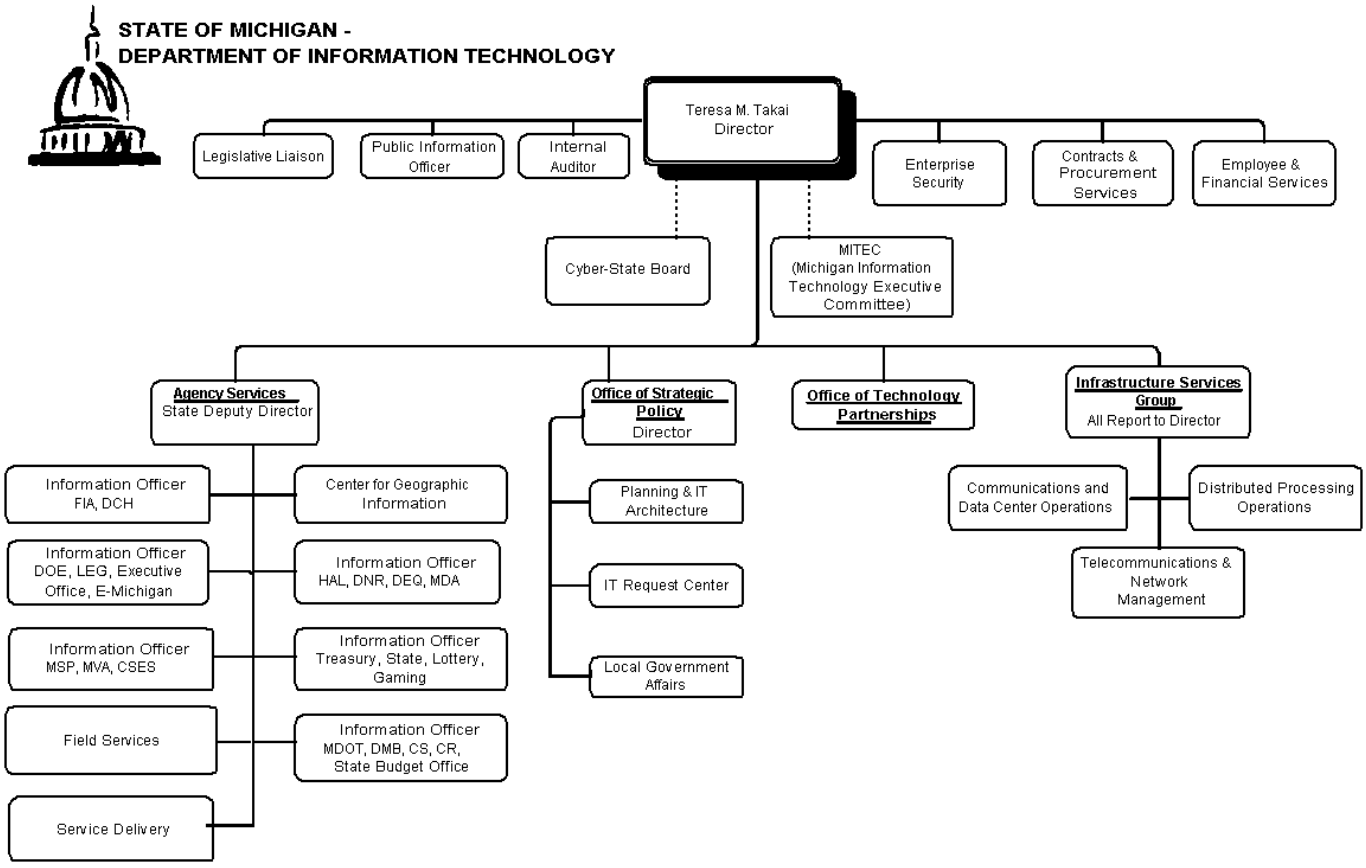

Figure 1: DIT Formal Organizational Structure

Office of the Director Oversight and direction for the Department of Information Technology. This office includes the legislative liaison and the public information officer.

Office of Enterprise Security Responsible for network audits and risk assessments, incident management, the identification of data owners and security risks, disaster recovery planning and testing, DIT homeland security coordination, computer security enforcement, and development of security and disaster recovery policies.

Contracts and Procurement Services Negotiates and manages all IT related contractual services and ensures that the services provided meet contract specifications. This team promotes proactive management of the IT contract portfolio through valued partnerships with vendors and works cooperatively with the other DIT branches to foster an enterprise-wide perspective.

Employee & Financial Services This group is responsible for budget, finance and accounting, rate development, human resources management, communications, and professional development of DIT staff.

Office of Strategic Policy This group is responsible for standards guidelines and practices development, IT policy development, IT research, and IT strategic planning.

Agency Services Utilizing Information Officers (see figure 2), Agency Services is accountable for all DIT services to agencies, including: development and maintenance of over 1,000 IT applications, managing the IT budget, identifying common IT needs statewide, integrating IT planning with the business planning process, leveraging resources statewide, and managing projects. The Center for Geographic Information (GIS) provides leadership and technical expertise for the development, use, promotion and sharing of data mapping services for all state agencies, enabling state government to more effectively and efficiently serve constituents in the areas of public protection, homeland security, economic development, environmental protection and transportation. Agency Services manages the state's web portal, Michigan.gov.

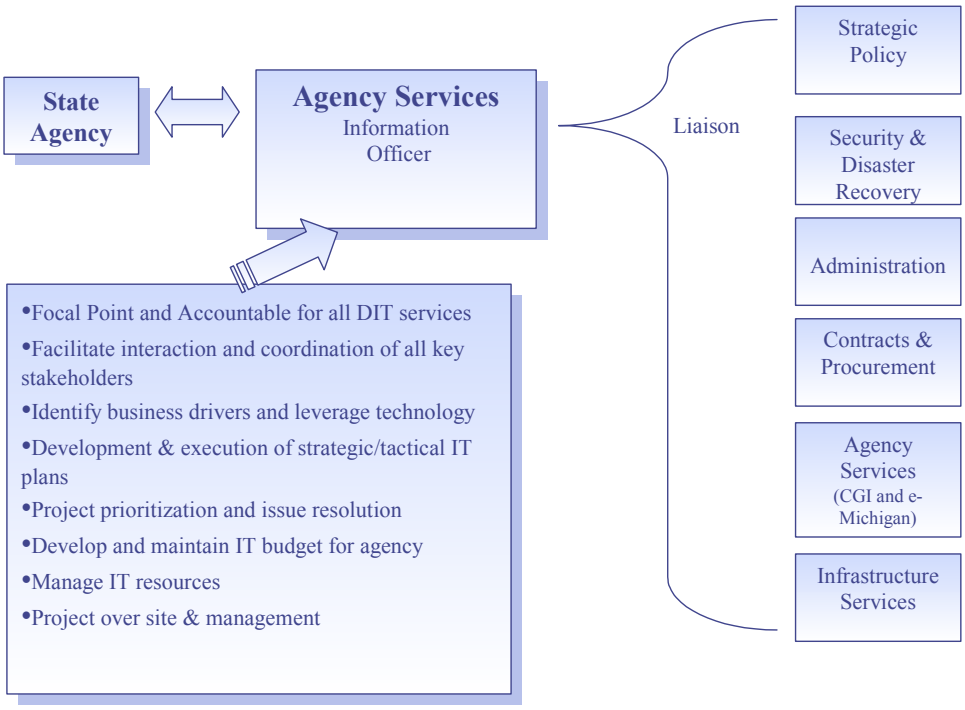

Figure 2: Information Officer Responsibilities

Information officers represent agencies that have similar functional or operational characteristics. The agency groupings are:

- Community Health and Family Independence AgencyLabor and Economic Development and Education
- Michigan State Police, Military and Veterans Affairs, and the Michigan Child Support Enforcement System
- Agriculture, Environmental Quality, History, Arts and Libraries, Natural Resources, Department of Corrections, and Attorney General
- Transportation, Management and Budget, Civil Service, and Civil Rights
- Secretary of State and Treasury

Moreover, Agency Services contains Service Delivery and Field Services. Service Delivery is responsible for coordinating and delivering support for the IT infrastructure, including the help desk and coordinated service responses. Field Services supports the state's desktop computing environment, servicing 55,000 computers.

Office of Technology Partnerships - This office was created to foster technology collaboration and partnerships with businesses, universities and local units of government. It does so by encouraging usage of the state's technical Infrastructure; creating leveraged buying power in procurement contracts and aggregating demand of government and non-governmental entities to influence service deployment by commercial entities.

Infrastructure Services Infrastructure Services (see figure 3) provides environments, products, and services that meet the IT needs of the state departments. The team works to simplify the state's technology architecture and create a unified enterprise-wide system. This generates cost efficiencies by reducing the maintenance required by diverse systems, and it guarantees faster implementation of policies, procedures, and new technologies. Infrastructure Services works to make state systems more reliable and IT support more readily available to all agency customers.

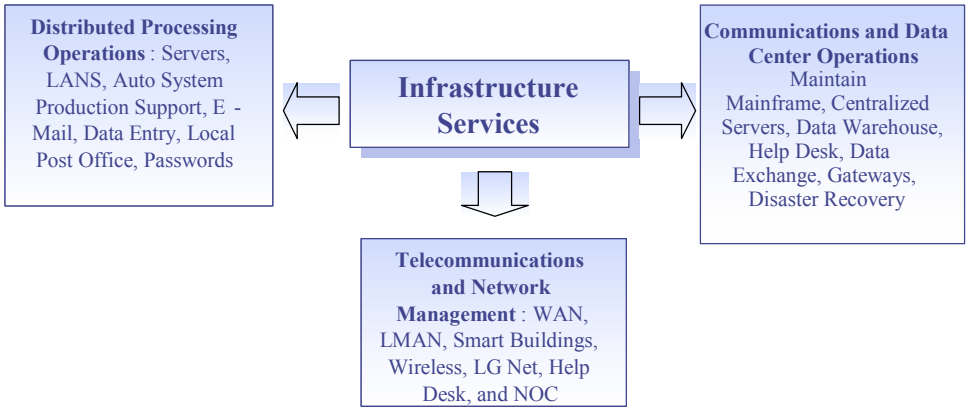

Figure 3: Infrastructure Services

Infrastructure services is comprised of Distributed Processing Operations, Telecommunications and Network Management, and Communications and Data Center Operations, the directors of which each report to MDIT's director. Distributed Processing Operations is responsible for servers, local area networks, e-mail, data entry, and password control. It provides the backbone on which Michigan's IT operates. Telecommunications and Network Management provides wide-area networks, smart buildings, wireless connectivity, and the infrastructure help desk. These provide the means by which government is connected to its IT backbone. Communications and Data Center Operations supports mainframe operations, centralized servers, data warehouses, data exchanges, gateways, and disaster recovery. These functions help rationalize and protect the data that support Michigan's government service provision.

Managing IT Within the Organizational Structure

Inside the formal structure, the Department of Information Technology has taken a matrix approach to its organizational model for projects such as Security and Technical Architecture. This approach maximizes the usage of manpower, skill sets and experience across the enterprise. Coupled with a strong project management methodology this structure allows DIT to remain flexible in its approach to providing services by utilizing cross-functional teams to develop innovative solutions and approaches. These teams are organized around specific issues and may incorporate internal, external and client resources.